



VFC Guidance for Clinic Closures or Clinics with Limited Hours

Dear VFC Provider,

The California VFC Program understands that provider offices may temporarily close or have limited hours due to COVID-19. Please keep in mind that maintaining vaccine viability is still a critical task in order to ensure vaccines protecting against other diseases are still effective.

For clinics that will temporarily close, transport vaccine if feasible:

- Refer to your [Vaccine Management Plan](#) to transfer vaccines to your alternate storage site, and follow instructions on how to properly transport [refrigerated](#) and [frozen](#) vaccines.
- If transfer of vaccines is not feasible, and a digital data logger (DDL) is present that can store sufficient data during the closure, leave vaccine in your vaccine storage units.
 - Make sure your data logger's batteries have enough power and insert new batteries for continued temperature monitoring.

- Once your clinic has re-opened, download and review all DDL data and report any temperature excursions to the Storage and Handling Online Triage System (SHOTS) on your [MyVFCvaccines](#) account.
 - When reviewing DDL data it is important to check that complete data is available for all dates and times.
 - If the DDL data is incomplete, or it did not have enough capacity to record during the period of closure, or if the DDL experienced failures, report this to SHOTS and provide those details when prompted.

For clinics that will have limited hours:

- VFC will continue to receive and process VFC Vaccine requests.
- To prevent vaccine shipments from being improperly stored upon delivery, immediately notify the VFC Program at 877-243-8832 (877-2GET-VFC) or VFCfaxes@cdph.ca.gov if your practice is unable to operate during stated business hours, and has placed an order which is pending approval.
- **IMPORTANT:** Vaccine orders cannot be cancelled once approved and processed.

If your clinic is currently fully operational, you may want to consider reviewing plans for an unexpected reduction of hours or services in the future. If you have questions related to the operations of the VFC Program related COVID-19, email MyVFCvaccines@cdph.ca.gov.

Thank you,

VACCINES for CHILDREN
CALIFORNIA



California Department of Public Health | Immunization Branch

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